

## **NIDDK Banner Update Requests:**

1. Go to: <http://itservicesdesk.nih.gov/> to enter a NIH Help Desk ticket.
2. On page 4 “Classify your request” – select **Website Inquiry** under “General IT Assistance”.
3. On page 5 “Describe your request” – include the following information:
  - a. Detailed Description – provide the following details about your banner request:
    - i. **TITLE** – The large white print associated with each banner image.
      1. Maximum of 30 characters (two lines) if adding a description
      2. Maximum of 45 characters (three lines) if no description
    - ii. **DESCRIPTION** – Smaller white print under the title associated with each banner image.
      1. Maximum of 64 characters
      2. Does not display if title exceeds 45 characters
    - iii. **LINK** – provide the link where the user will go to when the “Read More” button or Image are clicked.
      1. Note – if the link goes to a site that’s not on the .nih.gov domain, the “external link disclaimer” icon will appear in the title, the description and on the image.
    - iv. **LOCATION** – associates the banner to the items in rotation between 1 and 5.
      1. Places the banner in the rotator between #1 and #5
      2. **If 5 are already on display, please confirm which item this new request should replace on the banner.**
    - v. **SCHEDULING** – confirms dates/times when item appears and is removed from display on the banner.
      1. Identify the Start Date/Time and End Date/Time the item should appear on the banner.
      2. If the item is not date specific, please confirm the desired time the item should first appear and explain that the item is “Evergreen” or can be on display whenever there is space for it to appear.
      3. Please be as descriptive as possible in this area to help the team understand when the item should be on display.
4. On page 5 “Special Instructions”
  - a. Please enter “*Banner Update - Please forward this request to the NIDDK Web Team*”.
5. On page 5 “Attachments”
  - a. Attach the banner image file that will display.
  - b. Image must be 220px by 220px.
  - c. Image file type can be
    - i. .bmp
    - ii. .gif
    - iii. .jpg (preferred)
    - iv. .jpeg (preferred)
    - v. .png (preferred)
    - vi. .tif
    - vii. .tiff
6. Review and submit your request.
  - a. Note – requests may take a few business days to be completed, please allow enough time for your request to be reviewed and implemented before it needs to be published live on the site.